

Message: RE: Not the Norm - New A2A Contract

✉ **RE: Not the Norm - New A2A Contract**

**From** Kraft, Emily **Date** Wednesday, January 11, 2017 10:41 AM  
**To** 'Carrie Hoelscher'  
**Cc**

 [image001.png](#) (89 Kb HTML)  [image004.png](#) (7 Kb HTML)  [image009.png](#) (49 Kb HTML)  [image010.jpg](#) (3 Kb HTML)  [image011.jpg](#) (3 Kb HTML)  
 [image012.jpg](#) (5 Kb HTML)

Yes, you will need to go into the User Maintenance page and switch their accounts from inactive to active.

Be sure to select the "Show inactive subcontractors" box (or employees box if they are an employee), otherwise they won't show up in the dropdown menu.



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**From:** Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]  
**Sent:** Wednesday, January 11, 2017 10:20 AM  
**To:** Kraft, Emily  
**Subject:** FW: Not the Norm - New A2A Contract

Emily,

Breanne at LLPHC and Carol and Riverways have both contacted me after creating their subcontractor accounts and logging in. Below is screenshot of what they're seeing after logging in. Is there something I need to do on my end to activate their accounts so they can get to their home page and begin entering case managers and clients?

Carrie

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**From:** Lifeline PHC [mailto:lifelineprc@sbcglobal.net]  
**Sent:** Wednesday, January 11, 2017 9:50 AM  
**To:** Carrie Hoelscher <carrie@allianceforlifemissouri.com>  
**Subject:** Re: Not the Norm - New A2A Contract



Inline image

Lifeline Pregnancy Help Clinic  
1515 N. New St.  
P.O. Box 663  
Kirksville, MO 63501

Phone: 660-665-5688  
Fax: 660-665-9497  
[www.lifelinepregnancyhelp.org](http://www.lifelinepregnancyhelp.org)  
Find us on Facebook!

On Tuesday, January 10, 2017 4:54 PM, Lifeline PHC <[lifelineprc@sbcglobal.net](mailto:lifelineprc@sbcglobal.net)> wrote:

Hi Carrie:

I got your message and followed the steps to set up an account from the email I received earlier today. However, the link provided in the second set of instructions does not work and takes me to a "runtime error" page. I called the phone number from the email and left a message. Just wanted you to know that I can't get to the step to add any case managers at the present time.

I can make either the 12th or the 16th work for the call.

Thank you!  
Breanne

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On Tuesday, January 10, 2017 3:49 PM, Carrie Hoelscher <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)> wrote:

Hello All,

**PLEASE REPLY TO THIS EMAIL SO I KNOW YOU HAVE RECEIVED IT**

Earlier this morning I sent you the below email. PLEASE IGNORE MY BELOW EMAIL AND PROCEED IN THE FOLLOWING MANNER:

I have entered each subcontractor's "Point of Contact" person into the database under your ministry name. That person should have received an email from the database administrator ([noreply-A2A@oa.mo.gov](mailto:noreply-A2A@oa.mo.gov)) with instructions on how to create an account and how to log into the "Alternatives to Abortion Application" page. PLEASE GO AHEAD AND FOLLOW THESE INSTRUCTIONS. Please note: in order to log in you will be given an access code (please see the 2<sup>nd</sup> set of instructions under #3.a). If you wait too long to create your account and login that access code will no longer work and you will need to contact me in order to receive a new access code. I believe each access code is good for 24 hours.

Once you have created an account and logged in, you may add your case managers and anyone needing access to the database under your subcontractor account by "Creating a New User" under the "Users" dropdown menu. I have attached instructions to help you with this process. It is a pretty simple process and goes quickly. Please note: when creating new users, you will be asked to "Select to whom the new user will report" and you need to select "This new user will report directly to the selected subcontractor". You will then be asked to "Select role of new user" and you need to select "This new user is an Employee of mine". I have noted these options with an arrow on the attached instructions. You will then select whether or not that employee is credentialed (Professional) or not credentialed (Non Professional). The rest of the process is pretty self-explanatory.

**After you have entered your necessary employees/case managers STOP! DO NOTHING MORE ON THE DATABASE AT THIS TIME.**

I need to have a conference call with your **"Point of Contact" person** either on Thursday, January 12<sup>th</sup> or on Monday, January 16<sup>th</sup> to discuss your next steps in preparing for the database to go live. **Please let me know which day is best for and if morning or afternoon is preferred.** I can't accommodate everyone, but will choose a date and time that fits most people's schedules. If you do not remember who you have submitted to me as your "Point of Contact" person, let me know and I'll give that information to you. Your "Point of Contact" person needs to plan to attend this conference call! We will be discussing how to proceed in order to enter your active A2A clients into the new database. Please don't panic! While it will take some time to enter each client, it should not be a difficult process. Please know that once we are up and running, not much will change on your end, but we do need to spend the month of January ensuring we're ready to roll once the new contract is awarded and the database goes live. We have not been given a date yet as to when this will happen, but know that it could be as early as February 1.

I look forward to hearing back from each of you!

Have a good afternoon,

Carrie

Carrie

Carrie Hoelscher

A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65

Greenwood, MO 64034

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[www.allianceforlifemissouri.com](http://www.allianceforlifemissouri.com)

*Our Vision: To unify and champion LIFE ministries.*

*Our mission: To save and change lives through **Equipping** people, **Empowering** ministries, and **Engaging** communities toward a culture of LIFE.*



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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]

**Sent:** Tuesday, January 10, 2017 9:18 AM

**Subject:** Not the Norm - New A2A Contract

Good Morning,

We believe we may be getting close to receiving a new contract. With this new contract comes a new database. Since you are a new subcontractor, this does not affect you too much, since you will be receiving database training regardless. With that said, the database that we will be training you on is new to all of us, and I'm in the process now of inputting each of our subcontractors into this new database in anticipation of the new database going live at the time the new contract is awarded. I will be adding each subcontractor and their two key personnel ONLY, to this new database today. Once the two key personnel (Professional Case Manager and Point of Contact) have been added, they will receive an email, which I'm guessing will contain a temporary password. **PLEASE. SIMPLY HOLD ON TO THIS EMAIL AND DO NOTHING AT THIS TIME WITH THE INFORMATION IN THIS EMAIL. DO NOT TRY TO LOGIN YET. Sit tight and wait for further instructions from me.**

***Please note that the new database is not ready to go live and it is not complete, so it is imperative that you simply hold on to the email and take NO action until you receive instruction from me to do so.*** I am simply adding our subcontractors and key personnel so that each subcontractor has an account when the database goes live.

Carrie

Carrie Hoelscher

A2A Program Manager



Email 1

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